Job Description

Quality Assurance and Performance Outcomes Specialist

AGENCY: INTERIM is a private non-profit agency which provides residential treatment, affordable housing and rehabilitation programs for adults with mental illness.

HOURS: Hours are negotiable; nonexempt (eligible for overtime).

SALARY: $33.26-$43.31 (7 steps); Healthcare benefit coverage with percentage of employee premium paid by agency based upon number of weekly scheduled hours; 403(b) Savings plans; paid vacation and sick leave.

QUALIFICATIONS: Required:

- Master's degree in social work, psychology or related mental health field, plus be licensed as Clinical Psychologist, Licensed Clinical Social Worker, Marriage and Family Therapist, Professional Clinical Counselor or Registered Nurse, (LCSW preferred);
- At least two years professional experience providing direct services or supervision of services such as case management and/or mental health services, or crisis residential, transitional residential treatment, or day rehabilitation to a client population of adults with serious psychiatric disabilities;
- Experience providing clinical supervision in the areas of serious mental illness and substance use disorders;
- Experience should include documentation responsibility and a demonstrated familiarity with Medi-Cal rules and regulations;
- Excellent computer skills focusing on compilation and documentation of outcome measurements. Must have knowledge of electronic health/medical records systems (EHR/EMR) and ability to use Excel and software (such as Crystal Reports) used to design and generate reports from data sources;
- Strong interpersonal skills and oral/written communication skills;
- Ability to deal effectively with a diversity of individuals and personality types, regardless of ethnic, racial, gender, religious background, or socio-economic level.

JOB DESCRIPTION: Under supervision of the QA Manager, the QA and Performance Outcome Specialist will: 1) conduct internal audits of client medical records that are related to the requirements set by the Medi-Cal and other contract funded programs; 2) prepare internal reports detailing the audit findings; 3) provide targeted trainings for program staff; 4) conduct follow up reviews to ensure that chart deficiencies have been corrected by program staff; and 5) attend all Medi-Cal documentation and Performance Improvement related meetings and trainings at MCBH and disseminate relevant information to staff, providing trainings as needed. This position is responsible for efforts to reduce funding disallowances from funding sources due to improper charting and billing and ensuring that documentation is correct. In addition, the position is responsible for making recommendations to improve quality of programs and program outcomes. 5) Oversees collection and processing of outcome data for contracts.
ESSENTIAL JOB FUNCTIONS: Quality Assurance

1. Conduct internal audits of client records and any other relevant documents by following the requirements and guidelines set forth by the state and county and federal sources.
2. Review documentation of Interim Inc. staff and provide feedback.
3. Possess a good knowledge base of the MCBH charting and billing requirements as described in their “Treatment Plan & Documentation Guidelines” manual, in addition to understanding the county’s billing system requirements for reporting units and procedure codes.
4. Prepare written audit reports in a detailed manner within the established deadlines.
5. Verify that programs are following the Interim Inc. County BHS and DHCS policies and procedures as they relate to areas of QA/QI.
6. Maintain audit tracking records, monitor and track areas for follow up and correction by program staff.
7. Organize documentation and billing trainings for program staff, coordinating with the QAM.
8. Act as liaison between MCBH and Interim Inc. in Avatar (Behavioral Health Electronic Health Record) related issues, to include training and problem solving issues.
9. Organizes and implements all staff training for program staff in clinical areas related to Medi-Cal billing.

ESSENTIAL JOB FUNCTIONS: Performance Outcome Evaluation

1. Oversees the collection of all contract related outcomes and output data for MCBH contract and other contracts as assigned.
2. Processes outcome data.
3. Prepares quarterly reports for agency management and funding sources.
4. Insures completion and compilation of client satisfaction surveys.
5. Database development and maintenance.

PHYSICAL AND SENSORY REQUIREMENTS: Ability to drive an automobile to travel to program sites and meetings, ability to see well enough to read data on a computer screen and client records, ability to hear normal conversations and answer telephone, ability to communicate with other staff; hand, finger and body coordination sufficient to write clearly and to input data into a computer. Capable of the following extended activities: sitting, working on keyboard. Capable of the following intermittent activities: lifting up to 25 lbs., bending to access files and copier; standing to give presentations, climbing stairs.

REQUIREMENTS: Over 18 or at least two years’ driving experience; valid California driver’s license; own vehicle in good operating condition; auto liability insurance and a good driving record; criminal record clearance; ability to pass physical exam; verification of citizenship or eligibility to work in the United States.

Interim, Inc. is an equal opportunity employer. Interim, Inc. is guided by the precept that in no aspect of its programs, services or employment shall discrimination or harassment be permitted because of sex, race, color, ancestry, national origin, gender, age, creed, religion, physical or mental disability, genetic characteristics, marital status, medical condition, pregnancy, childbirth or related medical condition, citizenship status, veteran status, military status, sexual orientation, gender identity, gender expression or other characteristics protected by state, federal or local law. To comply with the Americans with Disabilities Act and other applicable laws ensuring equal employment opportunities to qualified individuals with a disability, reasonable accommodations are made for the known physical or mental limitations of an otherwise qualified individual with a disability, unless hardship, direct threat to health or safety, or other job-related consideration exists. Individual who feel that they have been unlawfully discriminated against because of membership in one of the protected classes should contact the following: Director of Human Resources, Interim, Inc., PO Box 3222, Monterey, CA 93942. (831) 649-4522.